Department: Flightways FBO

Position Title: Customer Service Representative

Flightways Columbus is seeking an energetic individual who strives to provide excellent customer service while arranging aircraft support service operations for aircrews, passengers, airport tenants, and other airport facilities. Flightways provides these services 24 hours a day, 365 days of the year, days, nights, weekends, and holidays. This position is responsible for arranging and satisfying concierge style service requests for General Aviation customers.

Job Duties:

1. Answers customer questions, requests, or concerns in-person, via telephone, or e-mail
2. Maintain confidential information
3. Reserves hotel rooms, catering, rental cars, and other transportation
4. Coordinates with Line Service Technicians to ensure all customer requests are satisfied
5. Processes Point of Sale transactions for fuel and other services
6. General cleaning of work space and facilities
7. Performs other duties as assigned
8. Lift up to 25lbs, sweep/mop floors, clean restrooms, bending and kneeling for light cleaning

Skills/Qualifications:
Must be 18 years of age with a high school diploma or GED. Prior Customer Service experience is required, and experience working at an FBO or in the aviation industry is preferred. Must possess excellent customer service, organizational, and communication skills. Applicant should aspire to be part of a team, remain professional in appearance and mannerisms, have a sincere desire to assist customers, and be able to develop a friendly rapport. Applicant should also have the ability to maintain an organized environment, work to efficiently and effectively meet customer’s demands, and evaluate problems and create solutions.

I am aware of my duties and responsibilities set forth in this job description and that I am employed in an “at will” capacity.

________________________________________  ________________________________
Employee Signature                                      Date

Probation Ends: ______/_____/_____